



JOB DESCRIPTION

Position Title: **Team Leader**

Working Area: **Help Desk**

Class Code: 5601

Exempt

EEO Code: 03

Effective Date: August 30, 2002

Major Function

Supervisory and technical work responsible for the operation of the Help Desk area in the Information Services Division.

Essential Functions

Note: These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is a logical assignment to the position.

Responsible for providing a direct link between the customer base and the Information Services Division by receiving and logging incoming support calls. Prioritizes assigns and routes all calls to the appropriate staff for problem resolution. Coordinates service call logs and provides information as necessary to resolve problems between end users and third party vendors.

Initiates and/or effectively recommends to the Division Manager for final approval by the Department Director for hiring, terminations, performance evaluations, disciplinary and/or commendatory actions for assigned personnel.

Orients, trains, and supervises employees assigned to the Help Desk area and oversees the daily operation of this area.

Assists customers with minor problems and provides appropriate resolutions to problems. Assures that critical customers receive immediate attention to resolve their computer problems.

Acts as a liaison between the division, customers, user departments and support staff.

Establishes guidelines for handling customer issues and problems to expedite service delivery.

Monitors equipment in the Computer Room, and ensures that minor problems are fixed.

Responsible for special projects including warranty tracking and application support as required.

Performs other duties as assigned or as may be necessary.



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Minimum Qualifications

Knowledge of Windows, Lotus Notes, Word, excel, PowerPoint and Access required. Knowledge of customer service delivery and tracking service calls.

Ability to meet and deal effectively with the public, County employees, Constitutional Officers, and elected Officials.

Ability to communicate effectively both orally and in writing. Ability to organize and prioritize tasks simultaneously.

A comparable amount of education, training, or experience may be substituted for the minimum qualifications.

Working Conditions

The work environment for this position is generally an office setting. Most duties are performed while sitting at a desk, table or workstation. This position has regular exposure to radiant and electrical energy found in an office environment.